



STATE OF DELAWARE  
EXECUTIVE DEPARTMENT  
OFFICE OF MANAGEMENT AND BUDGET

July 19, 2011

TO: ALL OFFERORS

FROM: PETER KOROLYK  
STATE CONTRACT PROCUREMENT OFFICER

SUBJECT: **ADDENDUM TO REQUEST FOR PROPOSAL  
CONTRACT NO. GSS11555-VEHICLE\_TRACK  
VEHICLE TRACKING SYSTEM**

**ADDENDUM #1**

The State of Delaware Office of Management and Budget, Government Support Services (GSS) provided potential vendors with an opportunity to submit questions about the above referenced Request for Proposal (RFP). The following are a summary of the questions and answers to all queries submitted to GSS by the July 12<sup>th</sup>, 2011 deadline.

Q1. The State of Delaware is looking for tracking of 2800+ vehicles. Could that number change?

Yes. GSS provided an estimated number based on current usage and expected utilization. The numbers may fluctuate based on fleet utilization as well as number of other agencies that participate in the Vehicle Tracking System contract.

Q2. The contract solicitation due date is August 2, 2011. The contract must occur within 90 days of bid opening. If so, 90 days would be on or around November 1, 2011, correct?

Yes, 90 days will be around November 1, 2011. The deadline for proposals to be submitted and in our possession is August 2, 2011.

From the August 2<sup>nd</sup> date, per DE Code, GSS has up to 90 days to determine an award. This means that by DE Code we could take up to 90 days to make a decision. However, the current contract will expire by September 30, 2011 and GSS will make every reasonable effort to award by this time.



Q3. Please provide a listing of types of vehicles you have.

An exact breakdown of vehicles, makes and models does not exist.

As specified in the RFP, the majority of tracking will be for passenger and light duty trucks. However, our DelDOT also has heavy equipment of various makes and models (i.e. street sweepers, dump trucks, etc.), which is why the State also specified an ability to connect to 6 and 9 pin heavy duty connections.

Q4. Who is the current contracted vendor? Can we see their contract?

The current vendor serving the State of Delaware is Networkfleet.

The contract documentation, including Award Notice and pricing, can be viewed at the following site:

[http://contracts.delaware.gov/contracts\\_detail.asp?i=87](http://contracts.delaware.gov/contracts_detail.asp?i=87)

Q5. Would your vehicle tracking be limited to Delaware only, 48/50 states, or continental including Canada and Mexico.

The contract is for a vehicle tracking system for the State of Delaware and its agencies. The majority of utilization will occur within the state's boundaries and surrounding border counties. This should be the minimum utilization area, and you should focus your description of tracking capability to this area at a minimum. Then, if you deem it appropriate, and you are capable, describe geographic limitations within the continental U.S.

Q6. If the state elects to award the next contract to its current vendor, Networkfleet, can we assume the state will not require Networkfleet to replace all of the existing hardware currently in use?

If GSS selects Networkfleet as its provider and Networkfleet's installed equipment can continue to provide the capabilities required, the state agencies will not replace previously installed hardware.

Q7. How frequently are you looking to ping vehicles for data – once every 2 minutes, once every 5 minutes, etc.?

The state agencies prefer to have a ping rate that does not go longer than every two (2) minutes between pings. Each bidding vendor should identify their current operational ping rate in their bid proposal. The failure to properly document their communication frequency may not receive adequate credit during the proposal review process.

Q8. How frequently are you looking to ping vehicles for data – once every 2 minutes, once every 5 minutes, etc.?

The state agencies prefer to have a ping rate that does not go longer than every two (2) minutes between pings. Each bidding vendor should identify their current operational ping rate in their bid proposal. The failure to properly document their communication frequency may not receive adequate credit during the proposal review process.

Q9. How frequently will that data be sent back from the device through the network?

Data frequency should be equal to the current operational ping rate.

Q10. What services are to be provided under roadside assistance and stolen vehicle recovery?

The current roadside assistance features include:

- Towing (up to 25 miles)
- Locksmith service
- Battery boost
- Flat repair (tire replacement with vehicle's available spare)
- Fuel delivery (emergency fuel supply only)
- Winch (extract vehicle from ice, mud or snow on normally travelled roadway)

Please note: Flat repair and winch may not be available for medium and heavy duty vehicles.

Stolen vehicle recovery consists of vehicle location tracking to assist the police recovery efforts.

Q11. Please provide details on the application and hardware used as part of the remote DMV emissions requirements.

Communication of emissions to DMV will be through a Web Services portal. In responding to the RFP and a vendor's ability to provide DMV emission connectivity, please identify other state or municipal resources that are currently available and provide verifiable references to demonstrate capability.

Q12. Provide information on the existing network fleet tracking equipment/software from your current provider that you are requesting us to interface with.

Our current fleet tracking hardware consists of vehicle modules, antennae and connectors provided by Networkfleet. In response to the RFP, please identify if your company has the ability to utilize this hardware to provide tracking and other reporting requirements.

In each vendor's bid response, please identify if you have the ability to connect to Assetworks and M4 as currently being utilized by the state agencies.

Q13. Regarding the integration with Fleet Focus, can it be something that is done if the bid is won or must it already be complete prior to RFP response?

Integration with Fleet Focus and M4 is of critical importance to the current state agency users. While current integration into these systems is not required to bid on the contract; not having the ability will be reflected in the user group scoring review of the proposals submitted.

Q14. Regarding the download of information to the DMV, as above do we need to currently be capable or is the ability to discuss and complete if the bid is won sufficient.

An individual vendor's demonstrated and verifiable ability to connect with other state DMV resources will be positively viewed on user group's scoring review. The State of Delaware does not anticipate a vendor to initiate integration through the State of Delaware's DMV Web Services prior to being awarded the vehicle tracking contract. Accordingly, to ensure that adequate scoring is received, each vendor should provide a brief action plan or timeline for DMV integration.

Q15. The ability to transfer equipment, remove/reinstall would be through a certified contractor, will that be sufficient or is a plug and play mandatory to respond to the RFP?

Please identify how equipment modules will be removed or installed in vehicles. If this process is to occur from a certified contractor, it is imperative to identify any and all of the costs to GSS.

A “plug and play” module is the preferred equipment for vehicle tracking modules, but is not a mandatory contract requirement. Please keep in mind that the ease of installation is one aspect of the scoring that the user group will consider when scoring the hardware component of a vendor’s proposal.

Q16. Is the lifetime warranty mandatory or negotiable?

GSS is requesting a minimum three (3) year warranty or lifetime contractual warranty for equipment purchased through this contract, whichever is longer. Please identify in your response if this is acceptable, or if your firm takes exception to this condition.

Q17. At the end of the current contract expiration (GSS11555-VEHICLE\_TRACK), the awarded vendor(s) shall provide the State with all encoding to allow access to the vehicle tracking equipment provided by the awarded vendor(s). The encoding will include, but not limited to, all security access codes, frequencies, or other methods used to monitor installed equipment. The requirement to provide this information will remain in effect no matter how the contract is allowed to expire. The State requires this to ensure portability of capital assets, and not limit the State, moving forward, to any one subsequent servicing vendor. Is this stipulation mandatory to respond to the RFP?

GSS requests this information as part of the contract terms. While this stipulation is not a mandatory requirement, the user group will score each vendor’s proposal based on whether the response meets the best interests of the State.

Q18. Are the recall notice from NHTSA mandatory at the time of response or can they be developed after bid is awarded?

GSS prefers to have this capability at the onset of the contract rather than have it developed after the bid is awarded. Accordingly, the capability is not mandatory, but failure to supply this may be reflected in the user group scoring.

Q19. Need clarification on driving directions needed. Are you looking for driving directions that can be forwarded to a driver or a navigational in-cab unit with screen for the driver to use? I see the question of what type of nav unit is used... is that mandatory for the opportunity to respond to the RFP?

GSS wants to make a comprehensive review of each vendor’s capabilities. As each submitting vendor responds to this aspect of the RFP, please identify if the capability current exists with your equipment and software. It is appropriate to identify how the instructions would be communicated; whether by operator assistance or direct input through to a GPS display device.

This ability is not mandatory, but the ability or inability to meet this requirement may be reflected in the user group’s scoring of the vendor proposal.

Q20. Need clarification on the roadside assistance, are you looking for a direct connection to a AAA type of service or are you looking for roadside assistance for unit repair/replacement? And are either mandatory to respond to the RFP?

Please identify if your company offers roadside assistance and the level of roadside assistance offered. If the service is available, please identify how this assistance is accessed.

The state agencies currently have access to a roadside assistance program. Although this service is not a mandatory requirement of the RFP, the ability or inability to offer this feature may be reflected in the user group's scoring of the vendor proposal.

Q21. Will there be a need for Vehicle diagnostics and two PTOs at the same time on any of the vehicles?

On heavy equipment and specialized equipment, vehicle diagnostics and two (2) PTO's may be required. Please identify the scope and breadth of your equipment to monitor vehicle diagnostics and integrated system operations in your vendor response.

Q22. The construction vehicles that you are looking at adding at some point in the future, what type of tracking will you need on those? Tracking for location and theft or hours of runtime service?

At an absolute minimum, construction vehicles should have the ability to track for location, which may assist in theft recovery situations and improper location/use. Responding vendors should identify the all other monitoring capabilities that a vendor's system can provide including availability of PTO connections.

Q23. Does the State require DOT Hour's of Service Reporting for Heavy Duty Trucks?

The bid solicitation has not requested DOT Hours of Service reporting for Heavy Duty trucks. If a vendor has the ability to monitor this capability, the vendor may deem it appropriate to acknowledge the service in its bid submission.

Q24. If DOT Reporting is required, how many trucks have that need?

The bid solicitation has not requested DOT Hour's of Service Reporting.

Q25. What class of Heavy Duty Truck does Delaware operate? Make, model and year?

A list of Heavy Duty Trucks does not exist at this time.

Q26. Is JBUS reporting needed/required on the onset of the project? Can it be delivered at a later reasonable date?

GSS prefers to have JBUS reporting available at the onset of the contract. A vendor's ability or inability to provide this requested service will be scored accordingly by the state's user group scoring personnel.

Q27. What specific data does the State want to collect via the JBUS connection?

The bid solicitation requests a diverse range of data to capture through the vehicle monitoring equipment, and it does not differentiate between any vehicle groups. Each vendor should identify the current range of ability in its vendor proposal, and list any vehicle/connection service limitations. The failure to be concise may affect how the user group scores a vendor's bid response proposal.

Q28. Does your current AVL provider offer JBUS connectivity?

Yes.

Q29. How many trucks have the required need of Engine Fault Code reporting?

The current number of trucks requiring Engine Fault Code reporting does not exist at this time. The responding vendor should identify if the ability exists and any reporting limitations within its capabilities at the time the proposal response is due.

Q30. Is Emissions/CO2 reporting needed/required on the onset of the project? Can it be delivered at a later reasonable date?

GSS would prefer to have emissions capability at the contract's commencement. It is appropriate for the bidding vendor to communicate its ability or inability to GSS in the vendor's proposal. The state user group will review each proposal based on the capabilities at the time of contract implementation and will grade each proposal accordingly.

Q31. Is Emission/CO2 reporting a requirement for all vehicles, such as Mowers?

Emission reporting is a requested requirement for all vehicles. A vendor's service ability to provide emission reporting for some vehicle categories or specialty equipment such as mowers should be fully disclosed in the vendor proposal submitted.

Q32. What data is currently passed to AssetWorks and to any other of integrated packages

Data currently passed to AssetWorks is vehicle identification and mileage. Other reporting ability occurs through Networkfleet's system and is accessed by remote users.

Q33. Does AssetWorks have current reporting capability of fuel efficiency, emissions, and engine fault codes?

Assetworks does not provide current reporting for fuel efficiency, emissions and engine fault codes; Networkfleet's system does. By logging into Networkfleet's system as a remote user, the state agencies have the ability to retrieve reports that include fuel efficiency, emissions, engine fault codes, etc.

Q34. When does the State see the transitions to a potential new Vendor commencing?

The state agencies expect the new transition to begin occurring at the contract commencement date. If a vendor, other than the incumbent Networkfleet is selected, planning for a transition should occur after the execution of a contract.

It is appropriate for responding vendors to identify a transition plan to GSS in its bid response, and if the vendor deems it appropriate, provide an example of similar size transition previously performed.

Q35. Is Telematics reporting required for vehicles like Snowplows? Collecting “plow up”, “plow down”, “spreader on/off”?

GSS is looking for the vehicle tracking vendor to provide specialty vehicle performance monitoring. For example, this would include snow plows and if the truck’s snow plow blade is lowered or not. This requested equipment utilization usage reporting may include if a street sweeper’s broom/vacuum is “on” or “off”; or if its water jets are “on” or “off”.

GSS, and specifically DelDOT, has requested this ability. Each submitting vendor should identify the ability or inability to monitor equipment functions.

Q36. What specific reporting schedule is required across the fleet or sub-fleets? Turn by turn? Two minute, five minute, 15 minute updates?

As previously described in a prior question, GSS is looking for individual vehicle reporting capacity or “pings” every two (2) minutes.

Q37. How do you currently manage 24/7 Roadside assistance with vehicles currently not installed with a GPS device?

The State does not operate a separate 24/7 roadside assistance program outside the vehicle tracking program contract.

Q38. Do you plan to roll out the transition in phases or all at once? Or is this a provider based plan?

If an award is made to a vendor other than the current contractor (Networkfleet), the user group will look at the transition plan provided in the bid proposal to determine the most appropriate course and timeline. An instantaneous transition would be advantageous to the State; however, it may not be possible. Accordingly, GSS has asked each responding vendor to provide an action plan for a system transition.

Q39. How many different departments are involved Vehicle Tracking program?

GSS has not determined how many different agencies are involved in the vehicle tracking program. Currently, numerous agencies participate in this program including several school districts. Since this contract will be ‘open’ to utilization by state agencies, school districts, municipalities, etc., future utilization may increase significantly beyond the estimated numbers provided. Additionally, each awarded vendor’s program abilities may determine if more agencies join the program.

Q40. Where are the vehicles based for these departments?

Vehicles may be based anywhere in the State of Delaware.

Q41. Please clarify the nature of what you are seeking in your request to be provided with the "gross costs associated with this contract"...

The "gross costs associated with this contract" refers to the costs to be billed to the State for equipment and services provided. Each vendor submitting a proposal shall identify in an unambiguous manner all of the costs associated with supplying the contract equipment and services required.

All other terms and conditions remain the same.

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